

of putting customers first, cutting red tape, empowering employees, and getting back to basics.

Mr. President, the Tampa Teleservice Center's commitment to serving clients in a timely, helpful, and courteous manner is exactly the kind of service that Reinventing Government intended.

In a cynical era where Government agencies are frequently accused of being unresponsive, the Tampa Teleservice Center is proof that services can be delivered quickly and skillfully. Over 90 percent of the calls it receives each year are handled to completion, with no need for further contact.

That's an incredible record. And perhaps the most impressive part is that the Social Security Administration has improved its performance so much that is now rated as the best in telephone customer service from a list of nine service providers—including respected companies like Nordstrom L.L. Bean, Disney, and Federal Express. These companies are in a league of their own when it comes to customer service, and even they are not in the Social Security Administration's league.

This achievement is particularly impressive when one considers the difficult task assigned to Social Security telephone agents. The sheer volume of calls that these agents handle is daunting. So is the complex nature of many of the customers' questions.

The Tampa Teleservice Center is to be commended for its skill in handling this difficult task. Last year, its agents assisted over one million satisfied customers.

I join Vice President GORE in saluting this significant achievement. The workers of the Social Security Administration's Tampa Teleservice Center truly embody the best principles of public service. ●

CONVERSION OF POSITIONS IN THE U.S. FIRE ADMINISTRATION

Mr. LOTT. Mr. President, I ask unanimous consent that the Senate proceed to the immediate consideration of Calendar No. 432, which is S. 1488.

The PRESIDING OFFICER. The clerk will report.

The legislative clerk read as follows:

A bill (S. 1488) to convert certain excepted service positions in the United States Fire Administration to competitive service positions, and for other purposes.

The PRESIDING OFFICER. Is there objection to the immediate consideration of the bill?

There being no objection, the Senate proceeded to consider the bill.

Mr. LOTT. Mr. President, I ask unanimous consent that the bill be deemed read three times, passed, the motion to reconsider be laid upon the table, and that any statements relating thereto appear at the appropriate place in the RECORD as if read.

The PRESIDING OFFICER. Without objection, it is so ordered.

The bill (S. 1488) was deemed read for a third time, and passed, as follows:

S. 1488

Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,

SECTION 1. CONVERSION OF CERTAIN EXCEPTED SERVICE POSITIONS IN THE UNITED STATES FIRE ADMINISTRATION TO COMPETITIVE SERVICE POSITIONS.

(a) IN GENERAL.—No later than the date described under subsection (d)(1), the Director of the Federal Emergency Management Agency and the Director of the Office of Personnel Management shall take such actions as necessary to convert each excepted service position established before the date of the enactment of this Act under section 7(c)(4) of the Federal Fire Prevention and Control Act of 1974 (15 U.S.C. 2206(c)(4)) to a competitive service position.

(b) EFFECT ON EMPLOYEES.—Any employee employed on the date of the enactment of this Act in an excepted service position converted under subsection (a)—

(1) shall remain employed in the competitive service position so converted without a break in service;

(2) by reason of such conversion, shall have no—

(A) diminution of seniority;

(B) reduction of cumulative years of service; and

(C) requirement to serve an additional probationary period applied; and

(3) shall retain their standing and participation with respect to chapter 83 or 84 of title 5, United States Code, relating to Federal retirement.

(c) PROSPECTIVE COMPETITIVE SERVICE POSITIONS.—Section 7(c)(4) of the Federal Fire Prevention and Control Act of 1974 (15 U.S.C. 2206(c)(4)) is amended to read as follows:

“(4) appoint faculty members to competitive service positions and with respect to temporary and intermittent services, to make appointments of consultants to the same extent as is authorized by section 3109 of title 5, United States Code;”

(d) EFFECTIVE DATE.—(1) Except as provided under paragraph (2), this Act shall take effect on the first day of the first pay period, applicable to the positions described under subsection (a), beginning after the date of the enactment of this Act.

(2)(A) The Director of the Federal Emergency Management Agency and the Director of the Office of Personnel Management shall take such actions as directed under subsection (a) on and after the date of the enactment of this Act.

(B) Subsection (c) shall take effect on the date of the enactment of this Act.

AUTHORITY FOR COMMITTEE TO REPORT

Mr. LOTT. Mr. President, I ask unanimous consent that on Monday, June 17, the Special Committee on White-water have until midnight to file any reported items.

The PRESIDING OFFICER. Without objection, it is so ordered.

RESOLUTION ON CHURCH BURNINGS

Mr. LOTT. Mr. President, I understand that perhaps there had been some misinformation about passing a resolution with regard to the church burnings that have been occurring. We all agree this is a despicable act and one that the Senate wants to speak on in a resolution.

I have discussed this matter with the distinguished Democratic leader. It is our intent to work together to see if we cannot come to an agreement on whether there would be a bipartisan bill tomorrow so that we can express ourselves and express the Senate's feeling on this very important matter. It is our intent to pursue that with those who have offered resolutions to address this issue.

Mr. DASCHLE addressed the Chair.

The PRESIDING OFFICER. The minority leader is recognized.

Mr. DASCHLE. Mr. President, let me express my hope that we can do just as the majority leader has suggested. There is great interest in the Senate in putting this body on record in a way that will allow us to express ourselves on these hideous fires. We can do that, and I hope we can work together to find a way, a resolution, that will allow us to do that as early as tomorrow. I intend to talk to Senator MOSELEY-BRAUN and Members on my side. We will work with the majority leader to see if we can make that happen.

Mr. LOTT. Mr. President, I note that Senator HUTCHISON, the Senator from Texas, has been very interested in this. She will be involved in trying to work that issue out. Also, Senator FAIRCLOTH has some legislation in this area. We will be working on this together to get it done in a very quick fashion.

UNANIMOUS CONSENT AGREEMENT—S. 1745

Mr. LOTT. Mr. President, I ask unanimous consent that at 10 a.m. on Tuesday, June 18, 1996, the Senate proceed to the consideration of Calendar No. 433, S. 1745, the DOD authorization bill for debate only prior to recess.

Mr. DASCHLE. Reserving the right to object, Mr. President, let me just point out that when we considered the scheduling of the State Department authorization bill some time ago—in fact, as I understand it, it was December 7, 1995—I had an opportunity to conduct a colloquy with the majority leader at the time, Senator DOLE. I asked him if it was his intention to bring up the chemical weapons convention at some point during the second session of Congress. His answer was that it was his intention to consider the convention in a reasonable time period, once the convention is on the Executive Calendar.

It has been on the calendar now since April 30. I fully appreciate that the distinguished majority leader is just beginning to put his plans for the legislative schedule together and I would not expect that he would have a date certain, but I ask the majority leader whether the chemical weapons convention could be considered, and if it is his intention to consider the treaty at some point in the future as we take up this particular bill that is very important to many of our Members, and I think some clarification with regard to his intent would be very helpful.

The PRESIDING OFFICER. The majority leader.

Mr. LOTT. Mr. President, I would like to respond to the distinguished Democratic leader. I think that is a reasonable request.

He is right. I have been on the job as majority leader for a little more than 24 hours, and there are a lot of issues that we are working together on. We are making some progress on those. We will continue to work on the health care reform, and we have not been able to get the budget resolution passed so we can move on to the appropriations calendar.

This is an issue that I had done some work on as the whip, just trying to get an agreement on some other issues, including the missile defense issue. I had never really discussed it, in terms of its relationship to the DOD authorization bill. I know that there are a couple of Senators who have some concerns about it. I have not had a chance to sit down and be briefed with them.

I have a meeting of our committee chairmen scheduled for early next week, Tuesday. I would like to ask the chairman of the committee exactly what his situation is on this legislation. It is obviously very important. The chemical weapons convention is something that we are all concerned about. I think it should be given proper consideration. I hate to use the words reasonable time, because that is what the leader did use in his response to your question at that time, and I believe it was reported out of committee on April 30.

It is not my intention to withhold this convention, but I do want to understand what the problems are, how much time we would be talking about in bringing it up. As the Senator knows, we have a limited number of days in which to do a lot of important work. But I will say this, I am going to talk to those Senators, hopefully tomorrow if they are here, but certainly

early next week. And I will get back to the Democratic leader and we will talk about how we can work out an agreement on this issue.

I cannot make a commitment on a date certain at this time because I do not know what the situation is. If you will give me the benefit of a few days, I will try to give a more responsive answer at that time.

Mr. DASCHLE. Mr. President, under the circumstances think that is an appropriate answer and I appreciate the majority leader's willingness to work with us in finding a mutually acceptable time.

With that, I have no objection.

The PRESIDING OFFICER. Without objection, it is so ordered.

Mr. LOTT. I thank very much the distinguished Democratic leader.

ORDERS FOR TUESDAY, JUNE 18, 1996

Mr. LOTT. Mr. President, I further ask the Senate stand in recess between the hours of 12:30 p.m. and 2:15 p.m. on Tuesday in order for the weekly party caucuses to meet.

The PRESIDING OFFICER. Without objection, it is so ordered.

Mr. LOTT. I further ask when the Senate reconvenes at 2:15 on Tuesday, the majority leader be recognized.

The PRESIDING OFFICER. Without objection, it is so ordered.

ORDERS FOR FRIDAY, JUNE 14, 1996

Mr. LOTT. Mr. President, I now ask unanimous consent that when the Senate completes its business today it stand in adjournment until the hour of 9:30 a.m. on Friday, June 14; further, that immediately following the prayer, the Journal of proceedings be deemed approved to date, that no resolutions come over under the rule, the call of the calendar be dispensed with, the

morning hour be deemed to have expired, and the time for the two leaders be reserved for their use later in the day and that there then be a period for morning business until the hour of 12 noon, with Senators to speak for up to 5 minutes each with the following exceptions: Senator COVERDELL or his designee to have up to 90 minutes under his control, from 9:30 to 11; Senator BINGAMAN, 15 minutes; Senator MURKOWSKI, 15 minutes; Senator KEMPTHORNE for 10 minutes; Senator DASCHLE or his designee, 20 minutes.

I further ask unanimous consent that at 12 noon the Senate resume executive session and the consideration of the nomination of Alan Greenspan.

The PRESIDING OFFICER. Without objection, it is so ordered.

PROGRAM

Mr. LOTT. For the information of all Senators, tomorrow, following the period for morning business, the Senate will resume debate on the Greenspan nomination. No rollcall votes will occur during Friday's session of the Senate, and the Senate may consider any other executive or legislative items that can be cleared for action.

Also, it is, I believe, after discussion with the Democratic leader, our intent that there not be a session on Monday.

Then we will go in, I believe, at 9:30 on Tuesday, for the action under the agreement just reached.

ADJOURNMENT UNTIL 9:30 A.M. TOMORROW

Mr. LOTT. If there is no further business to come before the Senate, I now ask that the Senate stand in adjournment under the previous order.

There being no objection, the Senate, at 7:28 p.m., adjourned until Friday, June 14, 1996, at 9:30 a.m.